Telinta

Distributor Interface

User

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Introduction

Preface

This document provides a general overview of Telinta's brandable Distributor Interface and its functionality. Telinta's Distributor Interface was created to satisfy customer demands for an advanced, easily to use, and fully integrated into PortaSwitch self-care interface for distributors.

About Telinta

Founded in 2002, Telinta offers secure and reliable cloud-based solutions for VoIP service providers. Our full portfolio of white label solutions is highly customizable for you and your resellers. With Telinta, you can focus on growing your business, while we focus on managing your technology.

TeliCore™ is our robust hosted softswitch platform, integrating world-class carrier-grade Switching and Billing capabilities from PortaSwitch™, with Telinta's own proprietary enhancements. TeliCore is the largest hosted softswitch installation of its type, anywhere in the world.

Telinta offers:

- Cloud-based softswitch - rapid deployment, with no capital investment
- Full portfolio of ready to use turn-key solutions for VoIP service providers
- Best-of-breed VoIP technology
- Highly stable, scalable, and customizable platform
- Ability to select your own VoIP termination and origination partners
- Comprehensive training and Around-The-Clock Technical Support.

Key features and benefits

- Fully brandable: distributors can set own logo, domain name, welcome text, and notification templates

- Distributors can create calling card and pinless accounts

- Distributors can recharge existing accounts

- Distributors can refund payments

- Distributors can print receipts with logo and custom text

- Configurable sales and recharge commission

- Allows distributors to create promotional accounts

- Pre-paid and post-paid scenarios

- Advanced sales reports

- Simple and intuitive web interface

- Mobile friendly

- Available in multiple languages

- SMS notifications

- Mobile topup

Distributor section

Distributor section is divided into four frames.

Figure 1. Distributor tab

Actions list

Figure 1, **item** 1

- Clicking on the **Recharge** button allows a distributor to recharge their balance.
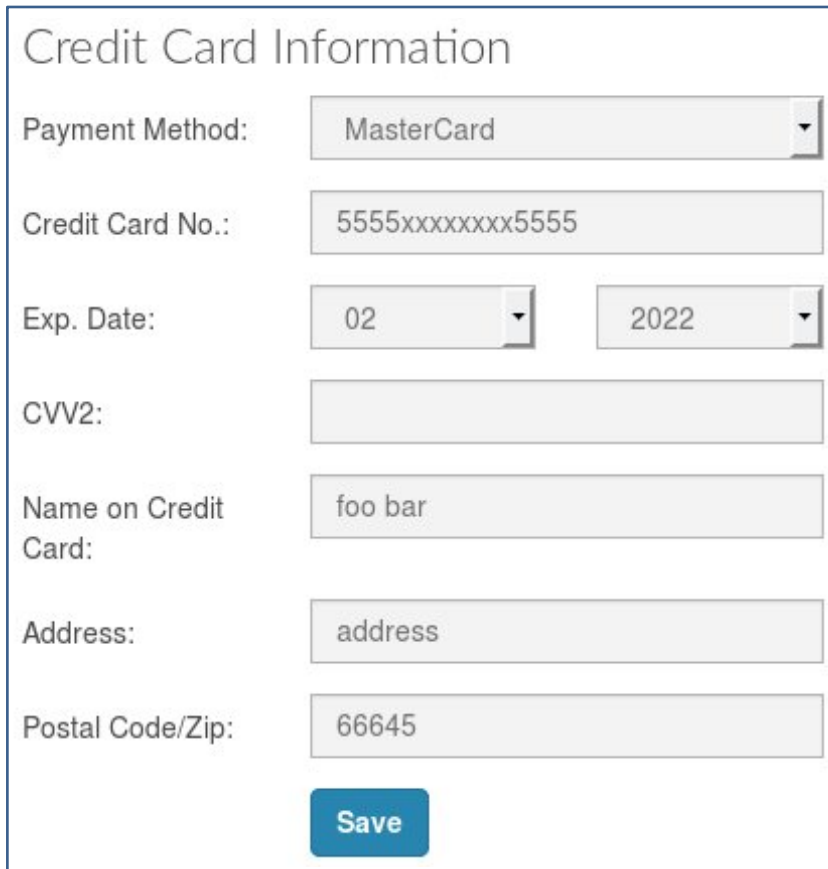
Figure 2. Balance recharge form

> **NOTE**
> Distributor can recharge balance via PayPal if this option is enabled by the administrator.

- **Personal Information** button allows a distributor to edit contact information, change the password, and the Time Zone.

- Before recharging the balance, a distributor should click the **Credit Card information** button and fill in the fields on the screen (Figure 3)

Figure 3. Credit Card information

> **NOTE**
> The Credit Card information will be securely saved and the distributor will not need to enter it next time.

Distributor Information

Figure 1, **item** 2

This section contains information about the distributor. The system supports two types of commission: sale and recharge commission. When the distributor performs a financial operation, the system reduces their balance for the specified amount minus the commission.

For example, if the distributor's sale commission is 20% and he sells a calling card with $10, he will be charged $8, if distributor's recharge commission is 15% and he sells a voucher or recharges an existing account for $10, he will be charged $8,50.

Short statistic (**Figure** 1, **item** 3)

This section shows total sales for today, the previous day, and the summary for the month. Detailed statistic is available in the Reports section.

Information frame (**Figure** 1, **item** 4)

This section contains custom text. It can be changed by the administrator.

Accounts section

Accounts section is the main operational section. All customer account related actions (adding, recharging, reviewing) are performed here. The section is divided into three frames.

Figure 4. Accounts section

Actions list

Figure 4, **item** 1

- **Add Pinless Account** button will open a new screen where a new pinless account can be created. The distributor should enter the customer's phone number into the **Account ID** field, **opening balance** (this amount minus commission will be deducted from the distributor's own balance), and a **description**. Optionally, the distributor can add associated numbers to the pinless account. Additional customer information can be entered, but is not mandatory.
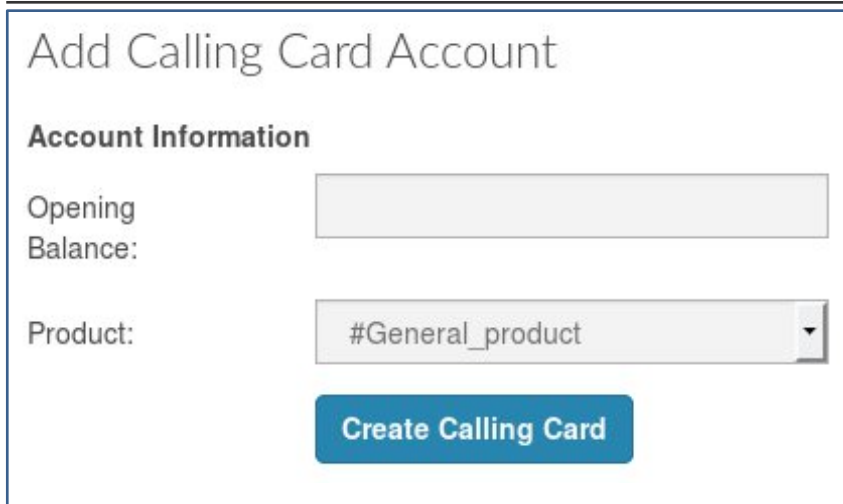
Figure 5. Adding a new Pinless account

> **TIP**
>
> The customer can receive an SMS or email notification with custom text when the distributor adds a Pinless account for him. SMS and email notifications are disabled by default. Please contact support@telinta.com to enable them.

- **Show Pinless Accounts** button will open a list of Pinless accounts created by the distributor.

- **Add Calling Card Account** button will open a new screen where a new calling card can be created. The distributor should enter **opening balance** (this amount minus commission will be deducted from the distributor's own balance).
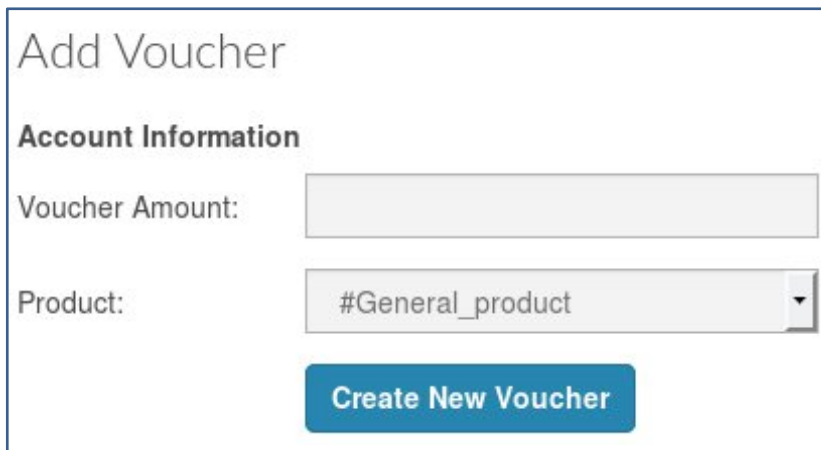
Figure 6. Adding a new calling card

- **Show Calling Card Accounts** button will open a list of Calling Card accounts created by the distributor.

- **Add Voucher** button allows creating a new voucher that can be used for recharging an account. To generate a new voucher, the distributor should enter the voucher amount (this amount minus commission will be deducted from the distributor's own balance) and press the **Create New Voucher** button. The system will create a new voucher and add it to the available vouchers list. To sell a voucher, the distributor should open the list of available vouchers, choose the needed voucher, and press the **Print Voucher** button. The system will remove it from the list and print a receipt for the customer.
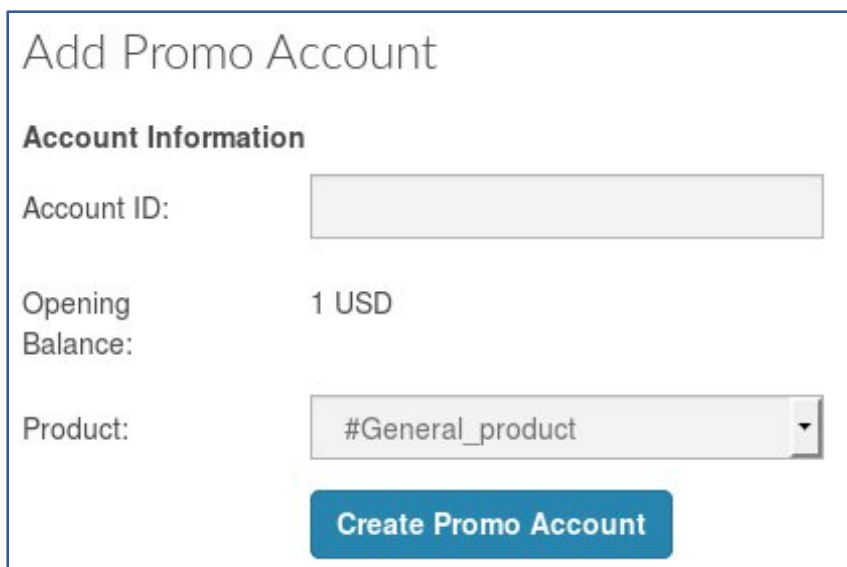

Figure 7. Creating a voucher

- **Add Promo Account** button allows creating promotional accounts. Opening balance of the promotional accounts is not deducted from the distributor's own balance.

> **NOTE**
> Adding of promotional accounts is disabled by default. Please contact support@telinta.com to enable it.

Figure 8. Creating a new promo account

- **Add Callback Account** button allows creating accounts for callback service. The configuration of the account is similar to pinless accounts.

- **Add SIP Account** button allows to add an account that can be registered on a softphone or a SIP device. ID of the account can be entered manually or automatically generated. The distributor should define an email address of the customer. As soon as the account is created a welcome email notification with credentials and configuration instructions will be sent out.

- **Show SIM Accounts** button will list TeliSIM card accounts assigned to the distributor. This option is disabled by default.

Account Search

Figure 4, **item** 2

The global account search allows searching across all accounts in the environment to recharge account's balance (the recharge amount minus commission will be deducted from the distributor's own balance).
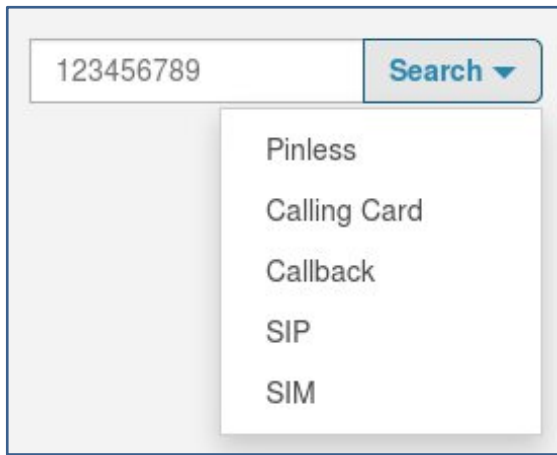

Figure 9. Global search option

> **NOTE**
> Global search option is disabled by default. Please contact support@telinta.com to enable it

> **TIP**
>
> The distributor can quickly add a new Pinless account with the help of the account search field.

Account list

Figure 4, **item** 3

Account list shows accounts created by the distributor. It is possible to change the sorting order of the results by clicking on a column header.

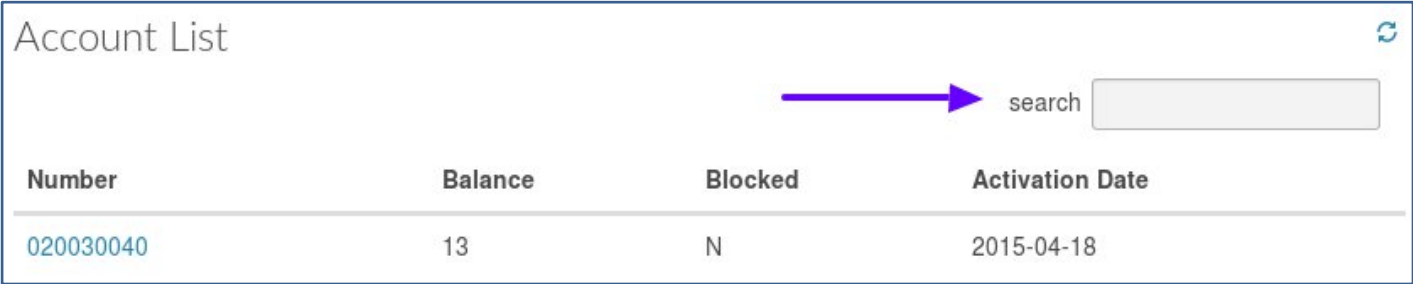The quick search field can be used to find an account.

Figure 11. Quick search field

TIP

The distributor can add an associated number to an account. The associated numbers will be able to use Pinless service and will share product and balance with their parent account. To add an associated number, open the info page of a Pinless account, scroll down to the bottom of the page, enter the number into the **Associated Numbers** field, and press the **Add** button. An associated number can be also added during the Pinless account creation.
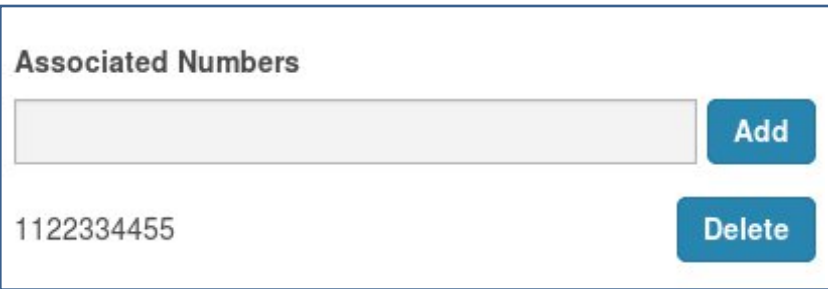

Figure 12. Adding an associated number

Mobile Topup section

Mobile Topup section allows the distributor to recharge a mobile phone in virtually any country around the globe.

Exact topup steps may vary depending on the country or carrier type. But general steps are the same:

- Select a country
- Select a carrier (mobile network)
- Select the recharge amount or enter it manually
- Enter the recipients phone number
- Enter the sender's phone number

> **NOTE**
> Mobile Topup functionality requires additional configuration and is disabled by default. Please contact support@telinta.com to enable it.

Carrier Type:	○ Domestic	● International
Country Region:	CYPRUS	
Carrier:	MTN Cyprus	
Product:	MTN Cyprus $7.00	
Amount:	7	
Mobile:	35796123456	
Sender Mobile:	19051234567	
	Make Payment	

Figure 13. Mobile Topup section

Reports section

Reports section gives access to the **Rate Calculator** tool and the distributor's statistics.

Figure 14. General Info section

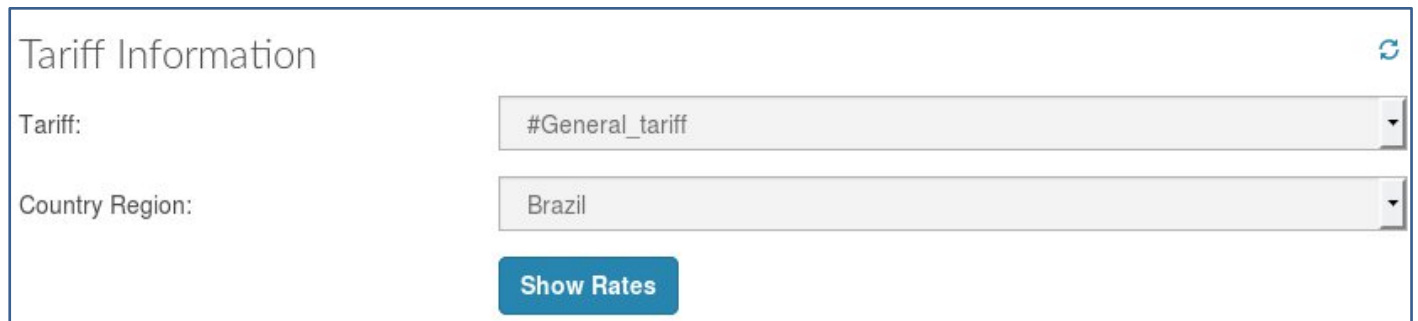To launch the **Rate Calculator**, choose the needed tariff and country and press the **Show rates** button.

Figure 15. Rate Calculator

Rate Calculator shows price of calls to the destinations available in the tariff, and automatically calculates the maximum amount of minutes available to the customers for a predefined amount of money ($5, $10, $20, $50, $100).

Figure 16. Rates list

Detail Report section allows to check distributor's statistics and shows all actions performed by the distributor during a given period of time.

To check a report, open the **Detail report** page, click on **From Date** and **To Date** fields, pick the dates and press **Show Report** button.

Figure 17. Detail report

Distributor Interface

Refunds

To refund a transaction, the distributor should open the info page of an account, enter the refund sum into the **Amount** field, and press the **Refund** button.

Figure 18. Refunding a transaction

> **NOTE**
>
> The distributor should keep in mind that, depending on the refund amount, the system will add a different amount to the distributor's own balance. If the refund sum is less than the account balance, the system assumes that it is a refund of a recharge operation and will compute the amount that should be added to the distributor's own balance, based on the recharge commission. If the refund amount is equal to the account balance, the system assumes that it is a full refund of the amount that was paid at account creation and uses the sale commission.

For example, let's assume that the distributor's sale commission is 20%, the recharge commission is 15%, and the balance of the account is $10.

- If the distributor requests a refund of $8, the system will deduct $8 from the account balance and add $6.8 to the distributor's own balance (based on 15% recharge commission).

- If the distributor requests a refund of $10, the system will deduct $10 from the account's balance and add $8 to the distributor's own balance (based on 20% sale commission).